

Remington Arms Co., Inc.
Product Service
Legal Case #:5484

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220113	1/21/2011	12/21/2010	1/30/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Michael	Hicks	331 Bill Medlin Rd	Lexington	NC	27292		H 336-357-5571

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI bruised leg				
PD	Cause:4006 Altered Adjustments or Components			
S Fired without pulling the trigger	Concern:1025 Unexplained Discharge - No Mention of Safety Position		N	
C				

12/21/10 Per call from Michael, his father was using his Model 7 in the stand today and had loaded it and laid it across his lap then bent over to get his coffee and it fired. He says he did not touch the trigger and didn't think his jacket could have touched it to fire. It bruised his leg when it recoiled back. Michael has another 8 Remington rifle and all were bought new with no adjustments. He may take those to Gander Mt for the free inspection.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM08 REM	n/a	7754104	OT	7/16/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP		Y			

CONCERN:WENT OFF BY ITSELF

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA, clean, test fire at no charge to restore confidence						

Repair/Replacement Cost	Repair/Replacement Date
114.90	1/30/2011

12/21/10 Mailing ARS for the Model 7 to come to the factory for inspection. Told him if he did not want to take the others to Gander for free inspection he would need to pay the shipping for them to come to the factory for the free inspection.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Replacing TPA, clean, test fire at no charge as goodwill gesture to restore confidence.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	

Barrel	Description		18.5" 7MM08 REM
	Date Code		OT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	HAS AN EXCESSIVE AMOUNT OF SEAR ENGAGEMENT FROM BEING ALTERED
	Pull	---Select---	7#
	Altered	True	SET SCREWS HAD BEEN ALTERED
	Sub-Assembly	Other Remington	

X
JYR

18.5
OT 7/99
7#
1010

December 21, 2010

Michael Hicks
331 Bill Medlin Rd
Lexington, NC 27292

Subject: #5484, Model 7

Dear Mr. Hicks,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 25 2011

BY:.....

Serial Number

7754104

Model: 7



RE00220113

could not duplicate concern
T.A. set screws altered.
replace TPA, clean + test fire
at 1/2 normal cost
Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Model Number: <u>7</u>		Serial Number: <u>0754764</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Michael Hicks</u>		Date of Purchase: <u>2-2001</u>	
Address (no PO Boxes): <u>331 Bill Melvin Road</u>			
City: <u>Lexington</u>		State: <u>NC</u>	Zip: <u>27294</u>
Phone (Daytime): <u>336-300-5388</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>M Hicks @ Lexcom inc. net</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Gun LENT OFF BY ZISEK</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Rm</u>		Type: <u>Carlock</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>140 Gm.</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/21/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 7			

LABEL INFORMATION

MAIL LABEL TO: Michael Hicks 331 Bill Medlin Rd Lexington, NC 27292
RETURN ITEM TO: Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 DEC 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065709643
REF 1:MICHAEL HICKS/CD/CM
REF 2:7

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COD 0.00	SD	0.00
DC 0.00	DGD 0.00	SP	0.00
AH 0.00	PR 0.00	PUB+HANDLING	8.24
TOT PUB CHG 8.24			







